

# **Volunteer Center Performance Measures Instructions**

**2021**

## Table of Contents

Performance Measure Requirements .....	3
National Performance Measures Selection Rules .....	4
CAPACITY BUILDING .....	6
DISASTER SERVICES.....	9
ECONOMIC OPPORTUNITY .....	11
EDUCATION .....	13
Appendix A: Performance Measures Checklist .....	15
Appendix B: Frequently Asked Questions.....	16

## **Performance Measure Requirements**

All applications must include at least one aligned performance measure (output paired with outcome) that corresponds to the proposed primary intervention. This may be a National Performance Measure or an applicant-determined measure depending on the program's theory of change. Applications may also include Performance Measure outputs without associated outcome(s) provided that the output measures a significant program activity. These output-only measures do not fulfill the requirement for an aligned performance measure but may be selected in addition to the aligned measure(s).

All performance measures must reflect significant program activities whose outputs and outcomes are consistent with the applicant's core theory of change. Applicants are not expected to have performance measures for every program activity. Volunteer Tennessee does not require applicants to use these Performance Measures but expects them to do so if these Performance Measures reflect key outputs and/or outcomes of the theory of change. Applicants may not create applicant determined outputs or outcomes that duplicate existing Performance Measures.

All performance measures, including output-only measures, must be associated with one or more interventions (service activities). Applicants are expected to use the pre-defined intervention categories if they appropriately represent the applicant's program activities. Applicants may not create user-defined intervention labels that duplicate existing intervention categories.

## Performance Measures Selection Rules

These selection rules specify output/outcome pairings for Performance Measures. Applicants must follow these selection rules when using these Performance Measures.

### Capacity Building

Strategic Plan Objective	Selection Rules		Intervention categories
	Outputs	Outcomes*	
Capacity Building & Leverage	G3-3.1: Number of community volunteers recruited by CNCS-supported organizations	G3-3.7: Hours of service contributed by community volunteers who were recruited by CNCS-supported organizations	Volunteer management Resource development
Capacity Building & Leverage	G3-3.2: Number of community volunteers directly managed by CNCS-supported organizations	G3-3.8: Hours of service contributed by community volunteers who were directly managed by CNCS-supported organizations	Volunteer management Resource development
Capacity Building & Leverage	G3-3.4: Number of organizations that received capacity building services	G3-3.10: Number of organizations that increase their efficiency, effectiveness, and/or program reach	Volunteer management Training Resource development Systems development

### Disaster Services

Strategic Plan Objective	Selection Rules		Intervention categories
	Outputs	Outcomes*	
Assistance Provided	D1: Number of individuals served	D4: Number of individuals reporting significant recovery from a disaster  D5: Number of individuals reporting increased disaster readiness	Disaster Preparation Disaster Response Disaster Recovery
	D2A: Number of acres of public parks or land treated (specifically related to disaster recovery or mitigation)  D2B: Number of miles of public trails or rivers treated (specifically related to disaster recovery or mitigation)	D6A: Number of acres of public parks or lands that are improved (specifically related to disaster recovery or mitigation)  D6B: Number of miles of public trails or waterways that are improved (specifically related to disaster recovery or mitigation)	Disaster Recovery Disaster Mitigation
	D3: Number of structures protected or restored	D7: Number of structures returned to regular use after a disaster	Disaster Response Disaster Recovery Disaster Mitigation

### Economic Opportunity

Strategic Plan Objective	Selection Rules		Intervention categories
	Outputs	Outcomes*	
Financial Literacy	O1: Number of individuals served	O9: Number of individuals with improved financial knowledge	Financial Literacy Education
Housing	O1: Number of individuals served	O11: Number of individuals transitioned into safe, healthy, affordable housing	Housing Unit Development Housing Unit Repair Housing Placement/Assistance
	O2: Number of housing units developed or repaired	O13: Number of safe, healthy, affordable housing units made available	Housing Unit Development Housing Unit Repair
Employment	O1: Number of individuals served	O10: Number of individuals who secure employment  O12: Number of individuals with improved job readiness	Job Training Job Placement GED Education Other Adult Education

## Performance Measures Selection Rules, continued

### Education

Strategic Plan Objective	Selection Rules		Intervention categories
	Outputs	Outcomes*	
School Readiness	ED1: Number of individuals served	ED23: Number of children demonstrating gains in school readiness	Tutoring Mentoring Other Classroom Support Out-of-School Time Family Involvement Service-Learning Summer Learning Classroom Teaching
K-12 Success	ED1: Number of individuals served	ED5: Number of students with improved academic performance  ED6: Number of students with increased attendance  ED7: Number of students with decreased disciplinary incidents (referrals, suspensions/expulsions, criminal or gang involvement)  ED9: Number of students graduating from high school on time  ED27: Number of students with improved academic engagement or social-emotional skills	Tutoring Mentoring Coaching Other Classroom Support Out-of-School Time Family Involvement Service-Learning Summer Learning Classroom Teaching
Post-HS Education Support	ED1: Number of individuals served	ED10: Number of individuals enrolling in post-secondary education/training  ED11: Number of individuals earning a post-secondary degree or technical certification	Tutoring Mentoring Coaching Family Involvement Service-Learning Summer Learning

\*All Performance Measure outputs may also be paired with an applicant-determined outcome instead.

## CAPACITY BUILDING

### Focus Area Notes

- Activities associated with these measures must be carried out by National Service Participants or by volunteers directly recruited and/or supported by CNCS-supported organizations.

<b>G3-3.1 (output)</b>	Number of community volunteers recruited by CNCS-supported organizations
<b>Definition of Key Terms</b>	<p><b>Community volunteers:</b> Citizens or residents in the community who are recruited by the CNCS-supported organization to offer time, knowledge, skills, and expertise for free to support the CNCS-supported program or organization. Community volunteers differ from national service participants in that they are under no formal obligation to provide a specified amount of assistance (e.g., as measured by service hours), and said volunteers are not enrolled in a national service program.</p> <p><b>Recruited:</b> Enlisted or enrolled as a direct result of an intentional effort to do so.</p>
<b>How to Measure/Collect Data</b>	<p>Only count community volunteers that were specifically recruited by the CNCS-supported organization engaged in the capacity building activity for the intended purpose of supporting or enhancing the program delivery model may be counted. At the outset of the activity, the applicant/grantee should indicate a minimum number of days or hours, or other units of service, that must be performed by the individual in order for him or her to be counted as a recruited volunteer.</p> <p>The organization must use some form of volunteer management system, having processes or capabilities that allow them to track information about individual volunteers such as but not limited to: the volunteer's name, relevant demographic information including location of residence, method of recruitment, participation in orientation and/or training activities, planned and actual role, assignment(s) or activities, start and end dates of service, and hours served related to the program that the capacity building activities were intended to support or enhance.</p> <p>The total number of volunteers recruited (G3-3.1) and managed (G3-3.2) should be an unduplicated count of community volunteers engaged by the CNCS-supported organization during the program year. Applicants/grantees should control for double counting or select the measure that best fits your program model.</p>

<b>G3-3.2 (output)</b>	Number of community volunteers directly managed by CNCS-supported organizations
<b>Definition of Key Terms</b>	<p><b>Community volunteers:</b> Citizens or residents in the community who are recruited and managed by the CNCS-supported organization to offer time, knowledge, skills, and expertise for free to support the CNCS-supported program or organization. Community volunteers differ from national service participants in that they are under no formal obligation to provide a specified amount of assistance (e.g., as measured by service hours), and said volunteers are not enrolled in a national service program.</p> <p><b>Managed:</b> Includes training, direction, coordination and supervision of the community volunteer by the CNCS-supported organization in tasks, duties and services for the intended purpose of supporting or enhancing the program delivery model.</p>
<b>How to Measure/Collect Data</b>	<p>Only count community volunteers that were specifically recruited by the CNCS-supported organization engaged in the capacity building activity for the intended purpose of supporting or enhancing the program delivery model may be counted. At the outset of the activity, the applicant/grantee should indicate a minimum number of days or hours, or other units of service, that must be performed by the individual in order for him or her to be counted as a recruited volunteer.</p> <p>The organization must use some form of volunteer management system, having processes or capabilities that allow them to track information about individual volunteers such as but not limited to: the volunteer's name, relevant demographic information including location of residence, method of recruitment, participation in orientation and/or training activities, planned and actual role, assignment(s) or activities, start and end dates of service, and hours served related to the program that the capacity building activities were intended to support or enhance.</p> <p>The total number of volunteers recruited (G3-3.1) and managed (G3-3.2) should be an unduplicated count of community volunteers engaged by the CNCS-supported organization during the program year. Applicants/grantees should control for double counting or select the measure that best fits your program model.</p>

<b>G3-3.4 (output)</b>	Number of organizations that received capacity building services
<b>Definition of Key Terms</b>	<p><b>Organization:</b> nonprofit or state/local/tribal government entity</p> <p><b>Capacity building services:</b> a set of activities that expand the scale, reach, efficiency, or effectiveness of programs and organizations. Capacity building activities may also leverage resources (e.g., funding, volunteers, in-kind support, or partnerships) for programs and/or organizations. As a general rule, CNCS considers capacity building activities to be <i>indirect services</i> that enable organizations to provide more, better and sustained <i>direct services</i>. Capacity building activities must (1) be intended to support or enhance the program delivery model, (2) respond to the organization's goal of increasing, expanding or enhancing services in order to address pressing community needs, and (3) enable the organization to provide a sustained level of more or better direct services after the national service participant's term of service has ended.</p>
<b>How to Measure/Collect Data</b>	Tracking mechanism that ensures an unduplicated count of organizations who have received services

<b>G3-3.7 (outcome)</b>	Hours of service contributed by community volunteers who were recruited by CNCS-supported organizations
<b>Definition of Key Terms</b>	<p><b>Hours of service:</b> Consists of all the hours that recruited community volunteers devote to serving, including training time that they may have to participate in. Does not include hours served by community volunteers engaged in prohibited activities for CNCS-supported organizations, such as community organizing intended to promote advocacy activities.</p> <p><b>Community volunteers:</b> Citizens or residents in the community who are recruited by the CNCS-supported organization to offer time, knowledge, skills, and expertise for free to support the CNCS-supported program or organization. Community volunteers differ from national service participants in that they are under no formal obligation to provide a specified amount of assistance (e.g., as measured by service hours), and said volunteers are not enrolled in a national service program.</p> <p><b>Recruited:</b> Enlisted or enrolled as a direct result of an intentional effort to do so.</p>
<b>How to Measure/Collect Data</b>	<p>The count of hours served must include only those hours served by volunteers included in the count of community volunteers recruited by the CNCS-supported organization engaged in the capacity building activity (measured in G3-3.1). This should be an unduplicated count of hours served by each recruited community volunteer during the program year. The organization must use some form of volunteer management system, having processes or capabilities that allow them to track information about individual volunteers such as but not limited to: the volunteer's name, relevant demographic information including location of residence, method of recruitment, participation in orientation and/or training activities, planned and actual role, assignment(s) or activities, start and end dates of service, and hours served related to the program that the capacity building activities were intended to support or enhance.</p> <p>Applicants/grantees may count both Generally Accepted Accounting Principles (GAAP) services (that may qualify as pro bono services) and non-GAAP volunteer services in the total count of hours served.</p> <ul style="list-style-type: none"> <li>-Pro bono services are professional services that are donated that someone, or another business or organization would normally have to pay the donor for.</li> <li>-Volunteer services come from individuals that would not normally charge for their time and skills they donate.</li> </ul>

<b>G3-3.8 (outcome)</b>	Hours of service contributed by community volunteers who were directly managed by CNCS-supported organizations
<b>Definition of Key Terms</b>	<p><b>Hours of service:</b> Consists of all the hours that recruited community volunteers devote to serving, including training time that they may have to participate in. Does not include hours served by community volunteers engaged in prohibited activities for CNCS-supported organizations, such as community organizing intended to promote advocacy activities.</p> <p><b>Community volunteers:</b> Citizens or residents in the community who are recruited and managed by the CNCS-supported organization to offer time, knowledge, skills, and</p>

	<p>expertise for free to support the CNCS-supported program or organization. Community volunteers differ from national service participants in that they are under no formal obligation to provide a specified amount of assistance (e.g., as measured by service hours), and said volunteers are not enrolled in a national service program.</p> <p><b>Managed:</b> Includes training, direction, coordination and supervision of the community volunteer by the CNCS-supported organization in tasks, duties and services for the intended purpose of supporting or enhancing the program delivery model.</p>
<b>How to Measure/ Collect Data</b>	<p>The count of hours served must include only those hours served by volunteers included in the count of community volunteers recruited by the CNCS-supported organization engaged in the capacity building activity (measured in G3-3.1). This should be an unduplicated count of hours served by each recruited community volunteer during the program year. The organization must use some form of volunteer management system, having processes or capabilities that allow them to track information about individual volunteers such as but not limited to: the volunteer's name, relevant demographic information including location of residence, method of recruitment, participation in orientation and/or training activities, planned and actual role, assignment(s) or activities, start and end dates of service, and hours served related to the program that the capacity building activities were intended to support or enhance.</p> <p>Applicants/grantees may count both Generally Accepted Accounting Principles (GAAP) services (that may qualify as pro bono services) and non-GAAP volunteer services in the total count of hours served.</p> <ul style="list-style-type: none"> <li>-Pro bono services are professional services that are donated that someone, or another business or organization would normally have to pay the donor for.</li> <li>-Volunteer services come from individuals that would not normally charge for their time and skills they donate.</li> </ul>

<b>G3-3.10 (outcome)</b>	Number of organizations that increased their effectiveness, efficiency, and/or program scale/reach
<b>Definition of Key Terms</b>	<p><b>Organizations:</b> those counted in G3-3.4</p> <p><b>Effectiveness:</b> Improved ability of the organization to achieve outcomes resulting in better success rates or better quality of outcomes achieved</p> <p><b>Efficiency:</b> Improved outcomes with the same level of resources; improved or consistent quality of services with fewer resources</p> <p><b>Scale/Reach:</b> The scope of a program's services. Increased scale/reach can be measured by the number of new people served, new populations served, and/ or new or expanded services.</p>
<b>How to Measure/ Collect Data</b>	Organizational assessment tool or other instrument capable of measuring changes in effectiveness, efficiency, or scale/reach at the organization level. When possible, pre-post assessments should be utilized.



## DISASTER SERVICES

### Focus Area Notes

- Programs should only opt into the Disaster Services performance measures if the measures reflect significant program activities aligned with the applicant's core theory of change.
- Activities associated with these measures must be carried out by National Service Participants or by volunteers directly recruited and/or supported by CNCS-supported organizations.
- All individuals counted under these measures must be program beneficiaries, not National Service Participants.

<b>D1 (output)</b>	Number of individuals served
<b>Definition of Key Terms</b>	<b>Individuals:</b> recipients of CNCS-supported services related to disaster preparedness, response, recovery, and/or mitigation <b>Served:</b> substantive engagement of individuals with a specific disaster-related goal in mind. Cannot consist solely of mass dissemination of information such as email blasts, social media posts, or distributing pamphlets.
<b>How to Measure/Collect Data</b>	Tracking mechanism that ensures an unduplicated count of individuals who have received services

<b>D2A (output)</b>	Number of acres of public parks or land treated (specifically related to disaster recovery or mitigation)
<b>Definition of Key Terms</b>	<b>Public parks:</b> Park/recreation areas that are designated by national, state, city, or county governments <b>Public lands:</b> Other publicly owned lands; land owned by nonprofits for public use or the public good (such as land conservancies); and public easements <b>Treated:</b> Removal of invasive species, planting native plants, building riparian buffers, clearing of natural debris (such as fallen trees/limbs, hazardous fuel) and unnatural debris (such as disaster debris and improperly disposed waste), implementing trail safety measures, removal of unsafe trail structures, repair of trail damage caused by disasters. Treatment must go beyond basic trash removal.
<b>How to Measure/Collect Data</b>	Tracking mechanism that ensures an unduplicated count of acres of land or miles of trail/waterway that have received services

<b>D2B (output)</b>	Number of miles of public trails or rivers treated (specifically related to disaster recovery or mitigation)
<b>Definition of Key Terms</b>	<b>Public trails or waterways:</b> owned/maintained by national, state, county, city or tribal governments; nonprofits when for public use or the public good; and public easements <b>Treated:</b> Removal of invasive species, planting native plants, building riparian buffers, clearing of natural debris (such as fallen trees/limbs, hazardous fuel) and unnatural debris (such as disaster debris and improperly disposed waste), implementing trail safety measures, removal of unsafe trail structures, repair of trail damage caused by disasters. Treatment must go beyond basic trash removal.
<b>How to Measure/Collect Data</b>	Tracking mechanism that ensures an unduplicated count of acres of land or miles of trail/waterway that have received services

<b>D3 (output)</b>	Number of structures protected or restored
<b>Definition of Key Terms</b>	<b>Structures:</b> housing units or public facilities <b>Protected:</b> prepared to more effectively withstand future disasters <b>Restored:</b> repaired from damage sustained during a disaster
<b>How to Measure/Collect Data</b>	Tracking mechanism that ensures an unduplicated count of structures that received services

<b>D4 (outcome)</b>	Number of individuals reporting significant recovery from a disaster
<b>Definition of Key Terms</b>	<b>Individuals:</b> those reported in measure D1 <b>Disaster recovery:</b> measures taken to provide housing, promote restoration, provide long-term care and treatment of affected persons, or additional measures for social and economic restoration from disasters
<b>How to Measure/Collect Data</b>	Survey, interview, or other instrument capable of measuring changes in disaster recovery at the individual beneficiary level. When possible, pre-post assessments should be utilized.

<b>D5 (outcome)</b>	Number of individuals reporting increased disaster readiness
<b>Definition of Key Terms</b>	<b>Individuals:</b> those reported in measure D1 <b>Disaster readiness:</b> measures taken to prepare for and reduce the effects of future disasters
<b>How to Measure/Collect Data</b>	Survey, interview, or other instrument capable of measuring changes in disaster readiness at the individual beneficiary level. When possible, pre-post assessments should be utilized.

<b>D6A (outcome)</b>	Number of acres of public parks or lands that are improved (specifically related to disaster recovery or mitigation)
<b>Definition of Key Terms</b>	<b>Acres of public parks or lands:</b> those reported in D2A <b>Improved:</b> Restored to reduce the negative impact of natural disasters, restored native plants and habitat, reduced erosion, protected watersheds, increased safe condition or long-term sustainability of trails, protected flora and fauna, repaired outdoor recreation facilities or signage, increased public safe access. Improvement should be consistent with an accepted natural resource restoration, maintenance or improvement plan.
<b>How to Measure/Collect Data</b>	Land manager assessment or other instrument capable of measuring changes in trail or waterway condition at the scale of individual miles. When possible, pre-post assessments should be utilized.

<b>D6B (outcome)</b>	Number of miles of public trails or waterways that are improved (specifically related to disaster recovery or mitigation)
<b>Definition of Key Terms</b>	<b>Miles of public trails or waterways:</b> those reported in D2B <b>Improved:</b> Restored to reduce the negative impact of natural disasters, restored native plants and habitat, reduced erosion, protected watersheds, increased safe condition or long-term sustainability of trails, protected flora and fauna, repaired outdoor recreation facilities or signage, increased public safe access. Improvement should be consistent with an accepted natural resource restoration, maintenance or improvement plan.
<b>How to Measure/Collect Data</b>	Land manager assessment or other instrument capable of measuring changes in trail or waterway condition at the scale of individual miles. When possible, pre-post assessments should be utilized.

<b>D7 (outcome)</b>	Number of structures returned to regular use after a disaster
<b>Definition of Key Terms</b>	<b>Structures:</b> those reported in measure D6 <b>Returned to regular use:</b> able to be used for the same or similar purpose for which they were used prior to the disaster
<b>How to Measure/Collect Data</b>	Report from structure owner/manager/occupant, or other instrument capable of measuring changes in condition at the individual structure level.

## ECONOMIC OPPORTUNITY

### Focus Area Notes

- Programs should only opt into the Economic Opportunity performance measures if the measures reflect significant program activities aligned with the applicant's core theory of change.
- All individuals counted under these measures must be program beneficiaries, not National Service Participants.
- Activities associated with these measures must be carried out by National Service Participants or by volunteers directly recruited and/or supported by National Service Participants.

<b>O1 (output)</b>	Number of individuals served
<b>Definition of Key Terms</b>	<p><b>Individuals:</b> recipients of CNCS-supported services related to increasing economic opportunity</p> <p><b>Served:</b> substantive engagement of individuals with a specific goal in mind related to economic opportunity. Cannot consist solely of mass dissemination of information such as email blasts, social media posts, or distributing pamphlets.</p>
<b>How to Measure/Collect Data</b>	Tracking mechanism that ensures an unduplicated count of individuals who have received services

<b>O2 (output)</b>	Number of housing units developed or repaired
<b>Definition of Key Terms</b>	<p><b>Housing unit:</b> A single-family home (including a mobile home if permanently placed), an apartment, or a room in a group home for people with disabilities</p> <p><b>Develop:</b> Build new or substantially rehabilitate housing units that were uninhabitable or soon would have become so. Involves replacing major systems such as the roof, the plumbing, the wiring, the foundation, or elevating the unit as required by a flood plain standard.</p> <p><b>Repair:</b> A more modest level of physical work on the unit, such as weatherizing, painting, replacing appliances and removing safety hazards</p>
<b>How to Measure/Collect Data</b>	Tracking mechanism that ensures an unduplicated count of the number of housing units that have received CNCS-supported development or repair services

<b>O9 (outcome)</b>	Number of individuals with improved financial knowledge
<b>Definition of Key Terms</b>	<p><b>Individuals:</b> those reported in measure O1</p> <p><b>Improved financial knowledge:</b> increased knowledge/understanding of financial literacy topics such as credit management, financial institutions including banks and credit unions, and utilization of savings plans</p>
<b>How to Measure/Collect Data</b>	Survey, interview, or other instrument capable of measuring changes in financial knowledge at the individual beneficiary level. When possible, pre-post assessments should be utilized.

<b>O10 (outcome)</b>	Number of individuals who secure employment
<b>Definition of Key Terms</b>	<p><b>Individuals:</b> those reported in measure O1</p> <p><b>Secure employment:</b> individual is hired in a new job as a result of CNCS-supported services provided; individual may have been previously working in a different job or previously unemployed</p>
<b>How to Measure/Collect Data</b>	Preferred method is a copy of acceptance letter from employer or copy of first pay stub. Beneficiary self-reports may also be utilized.

<b>O11 (outcome)</b>	Number of individuals transitioned into safe, healthy, affordable housing
<b>Definition of Key Terms</b>	<b>Individuals:</b> those reported in measure O1 <b>Safe, healthy, affordable housing:</b> Grantee certifies that the housing is safe and healthy based on an inspection or other documentation. Grantee defines affordability and certifies that the housing is affordable to the individual(s) transitioned into the unit.
<b>How to Measure/Collect Data</b>	Preferred method is a proof of residence such as a lease, mortgage, certificate of occupancy, or other verification from an external agency. Beneficiary self-reports may also be utilized.

<b>O12 (outcome)</b>	Number of individuals with improved job readiness
<b>Definition of Key Terms</b>	<b>Individuals:</b> those reported in measure O1 <b>Improved job readiness:</b> increased knowledge or skills related to seeking, obtaining, or successfully retaining a job.
<b>How to Measure/Collect Data</b>	Survey, interview, observation, or other instrument capable of measuring changes in job readiness at the individual beneficiary level. When possible, pre-post assessments should be utilized.

<b>O13 (outcome)</b>	Number of safe, healthy, affordable housing units made available
<b>Definition of Key Terms</b>	<b>Housing unit:</b> those reported in measure O2 <b>Safe, healthy, affordable housing unit:</b> Grantee certifies that the housing unit is safe and healthy based on an inspection or other documentation. Grantee defines affordability and certifies that the housing unit is affordable. <b>Made available:</b> This count indicates that the work has been completed to make the units available, but they may or may not have been occupied.
<b>How to Measure/Collect Data</b>	Tracking mechanism that ensures an unduplicated count of the number of safe, healthy, affordable housing units that have been made available

## EDUCATION

### Focus Area Notes

- Programs should only opt into the Education performance measures if the measures reflect significant program activities aligned with the applicant's core theory of change.
- All individuals counted under these measures must be program beneficiaries, not National Service Participants.
- Activities associated with these measures must be carried out by National Service Participants or by volunteers directly recruited and/or supported by CNCS-supported organizations.

<b>ED1 (output)</b>	Number of individuals served
<b>Definition of Key Terms</b>	<p><b>Individuals:</b> recipients of CNCS-supported services related to education; may include students enrolled in grades K-12, out-of-school youth, and/or individuals pursuing postsecondary education</p> <p><b>Served:</b> substantive engagement of individuals with a specific education-related goal in mind. Cannot consist solely of mass dissemination of information such as email blasts, social media posts, or distributing pamphlets.</p>
<b>How to Measure/Collect Data</b>	Tracking mechanism that ensures an unduplicated count of individuals who have received services

<b>ED5 (outcome)</b>	Number of students with improved academic performance
<b>Definition of Key Terms</b>	<p><b>Students:</b> those reported in ED1</p> <p><b>Improved academic performance:</b> an improved demonstration of skill or knowledge in one or more academic subjects</p>
<b>How to Measure/Collect Data</b>	Standardized test, report card grade, or other instrument capable of measuring changes in academic performance at the individual beneficiary level. When possible, pre-post assessments should be utilized.

<b>ED6 (outcome)</b>	Number of students with increased school attendance
<b>Definition of Key Terms</b>	<p><b>Students:</b> those reported in ED1</p> <p><b>Increased school attendance:</b> higher rate of presence and/or on-time arrival at school as compared to a previous comparable time period</p>
<b>How to Measure/Collect Data</b>	School/district/classroom attendance records or other instrument capable of measuring changes in attendance at the individual beneficiary level

<b>ED7 (outcome)</b>	Number of students with decreased disciplinary incidents (referrals, suspensions/expulsions, criminal or gang involvement)
<b>Definition of Key Terms</b>	<p><b>Students:</b> those reported in ED1</p> <p><b>Decreased disciplinary incidents:</b> lower rate of incidents as compared to a previous comparable time period</p>
<b>How to Measure/Collect Data</b>	School/district/classroom records, police records, or other instrument capable of measuring changes in disciplinary incidents at the individual beneficiary level

<b>ED9 (outcome)</b>	Number of students graduating from high school on time with a diploma
<b>Definition of Key Terms</b>	<p><b>Students:</b> those reported in ED1</p> <p><b>On Time:</b> Within four years of starting 9th grade</p>
<b>How to Measure/Collect Data</b>	Preferred method is school/district graduation records for student beneficiaries. Beneficiary self-reports may also be utilized.

<b>ED10 (outcome)</b>	Number of students enrolling in post-secondary education or training
<b>Definition of Key Terms</b>	<b>Students:</b> those reported in ED1 <b>Post-secondary education or training:</b> may include two- or four-year college programs or occupational/vocational programs <b>Enrolling:</b> means matriculating as a full-time or part-time student
<b>How to Measure/Collect Data</b>	Preferred method is registration records that confirm student enrollments. Beneficiary self-reports may also be utilized.

<b>ED11 (outcome)</b>	Number of students earning a post-secondary degree
<b>Definition of Key Terms</b>	<b>Students:</b> those reported in ED1 <b>Degree:</b> may include an associate degree from an accredited academic program or an occupational or vocational program; a bachelor's degree (ex., BA, BS); a master's degree (ex.: MA, MS, MEng, MEd, MSW); a professional school degree (ex.: MD, DDS, DVM); or a doctorate degree (ex.: PhD, EdD)
<b>How to Measure/Collect Data</b>	Preferred method is registration records that confirm degree was earned. Beneficiary self-reports may also be utilized.
<b>Notes</b>	Programs may only select this measure if they are able to collect data during a one-year grant period.

<b>ED23 (outcome)</b>	Number of children demonstrating gains in school readiness
<b>Definition of Key Terms</b>	<b>Children:</b> those reported in ED1 <b>School readiness:</b> Preparation for Kindergarten which includes multiple indicators assessed across developmental and behavioral domains including but not limited to physical well-being, health and motor development, social and emotional development, approaches to learning, language development, cognitive development, and age-appropriate academic skills and behavior.
<b>How to Measure/Collect Data</b>	Teacher observation, standardized test, or other instrument capable of measuring changes in school readiness at the individual beneficiary level. When possible, pre-post assessments should be utilized.

<b>ED27 (outcome)</b>	Number of students with improved academic engagement or social and emotional skills
<b>Definition of Key Terms</b>	<b>Students:</b> those reported in ED1 <b>Improved academic engagement or social and emotional skills:</b> A positive change in student skills, attitude, and/or mindset that is likely to contribute to increased educational success. May include increased interest in school, improved perspective on school climate, increased attachment to school and/or increased educational aspirations.
<b>How to Measure/Collect Data</b>	Survey, observation, or other instrument capable of measuring changes in academic engagement or social and emotional skills at the individual beneficiary level. When possible, pre-post assessments should be utilized.
<b>Notes</b>	Academic or behavioral improvements counted under ED5A, ED6, or ED7A cannot be counted under this measure

## Appendix A: Performance Measures Checklist

This checklist is used to assess performance measures during the review process. Items on the checklist are common problems that require resolution but do not represent a comprehensive list. Refer to the Performance Measure Instructions for full requirements.

Checklist Item		Primary Aligned Measure (required)	Additional Measure (optional)	Additional Measure (optional)
<b>Performance Measure Requirements</b>				
1	The application includes least 1 aligned performance measure (output + outcome) corresponding to the primary intervention.			
2	All performance measures reflect significant program activities whose outputs and outcomes are consistent with the applicant's core theory of change.			
3	Any output-only measures included in the application consist solely of National Performance Measure outputs.			
4	The application does not include applicant-determined measures that duplicate existing National Performance Measures. <i>(Note: Applicant-determined measures are recognizable by the labels OUTPT or OUTCM, followed by numbers. Any applications containing these labels are NOT National Performance Measures, even if the applicant has labeled them like a national measure.)</i>			
<b>Interventions</b>				
5	Interventions are consistent with the program design and contribute directly to the outputs and outcomes.			
6	The application does not include user-defined intervention labels that duplicate existing system-defined intervention categories.			
<b>Output Quality</b>				
7	Outputs clearly specify what is counted.			
8	Outputs count only program beneficiaries, not National Service Participants.			
<b>Outcome Quality and Alignment</b>				
9	Outcomes are logically aligned with the outputs.			
10	Outcomes reflect a meaningful change in knowledge, attitude, behavior or condition for program beneficiaries. <i>(Note: completion of a program would be considered an output, not an outcome.)</i>			
11	Outcomes can be measured during a single grant year.			
<b>Targets</b>				
12	Output and outcome targets are reasonable for the proposed program design.			
13	Targets are expressed as numbers, not percentages.			
<b>Performance Measure Instructions</b>				
14	National Performance Measures conform to definitions and data collection requirements specified in the Performance Measure Instructions.			
15	The application does not include any retired National Performance Measures (e.g., measures that do not appear in the Performance Measure Instructions).			
<b>Data Collection/Instruments</b>				
16	Data collection methods are appropriate for the output/outcome being measured.			

## **Appendix B: Frequently Asked Questions**

### ***1. What are National Performance Measures?***

CNCS has established six Focus Areas: Disaster Services, Economic Opportunity, Education, Environmental Stewardship, Healthy Futures, and Veterans and Military Families based on the priorities included in the Serve America Act. Within these Focus Areas, as well as for Capacity Building, CNCS has created National Performance Measures in order to aggregate the results of similar programs and demonstrate the impact across our agency programs and initiatives.

### ***2. What is an aligned performance measure?***

An aligned performance measure is an output paired with an outcome. The paired output-outcome measures may be National Performance Measures, applicant-determined measures, or the combination of a National Performance Measure output and an applicant-determined outcome. Applicant-determined outputs cannot be paired with National Performance Measure outcomes in an aligned performance measure.

### ***3. What is an applicant-determined performance measure?***

An applicant-determined performance measure is one in which the applicant creates the language for the outputs and/or outcomes that will be measured. This is different from the National Performance Measures, where CNCS pre-determines common outputs and, in some instances, outcomes that are available for applicants to use.

### ***4. What is an output-only performance measure?***

An output-only measure is a National Performance Measure output without associated outcome(s). Applicants may select output-only measures if the output measures a significant program activity. These do not fulfill the requirement for an aligned performance measure but may be selected in addition to the aligned measure(s).

### ***5. What is the definition of "National Service Participant"?***

For AmeriCorps State and National programs, National Service Participant refers to the AmeriCorps members themselves.

### ***6. How many performance measures should I propose?***

Each program must have at least one aligned measure (composed of an output and an outcome) reflecting its primary intervention. It is appropriate to have additional performance measures for other significant components of your program, but Volunteer Tennessee values the quality of performance measures more than the quantity. Performance measures reflecting activities that are not central to your program model should not be included in your application and do not need to be reported to Volunteer Tennessee, although you might still collect the data for your own purposes.

### ***7. Can I count the same beneficiaries in more than one performance measure output?***

Unless otherwise specified, the same beneficiaries may be counted more than once across different measures for different interventions (services) they may be receiving. For example, if your program helped one specific individual to both prepare for a disaster and obtain employment, you may count that same individual in both D1A and O1A. However, programs cannot count the same individual more than once within any one specific performance measure. So, for example, an individual who attended two disaster preparation training workshops during a single program year cannot be counted twice under D1A.

### ***8. Do all beneficiaries counted under a particular performance measure have to receive the same interventions?***

Yes, the interventions associated with the measure need to be applicable to all of the beneficiaries counted under the measure, even if the details of the intervention (e.g., the exact dosage provided) may vary. If one set of beneficiaries is receiving one type of intervention (e.g., mentoring) and a different set of beneficiaries is receiving a different type of intervention (e.g., tutoring), the two sets of beneficiaries should be counted in separate performance measures.



even if the expected outcome is the same. In contrast, if all beneficiaries are receiving multiple interventions with the same expected outcome (e.g. all beneficiaries are being both mentored and tutored to improve their academic performance), they can be counted in a single performance measure.

**9. *Can one performance measure output have more than one outcome?***

Yes, there may be more than one outcome measure associated with a single output. Aligned measures should only be configured this way if it is expected that all of the individuals counted in the output will potentially achieve the outcomes indicated. If the outcomes are resulting from different populations being served, they should be counted in distinct performance measures.

**10. *Can I count the same people more than once under one performance measure output or outcome if they receive service in more than one grant year?***

If the individual receives services in more than one grant year, they may be counted as having received services in the output measure for each of the grant years in which they receive services. They may only be counted in the outcome measure for each grant year if they meet the specified level of improvement for the outcome in each year. For example, a student receives tutoring in second and third grade. The program expects that students will improve their reading score by one grade level each year. If the student is served in both second and third grade and improves by one grade level in each year, the student may be counted in output ED1A and outcome ED5A for both years. If the student improves by ½ grade level in second grade and one grade level in third grade, the student may be counted in ED1A for both years but only in ED5A for the third-grade year.

**11. *Am I allowed to allocate funds for collecting and analyzing data? If so, how much?***

Costs related to measuring the performance of a program are allowable grant expenses. There is no standard recommended amount. As with all grant expenditures, these costs must be reasonable, allowable for the proposed program, and properly allocated across grant activities.

**12. *On the logic model chart there are three outcome levels (short, medium and long). Should all of these outcomes be entered as performance measures?***

A program may have a theory of change that is based on accomplishing a long-term change in condition that is not measurable in a single program year. However, there may be shorter-term changes that can be linked to this ultimate goal that are strong indicators that the long-term change is likely to happen. While all of these outcomes may be included in the logic model, grantees are not required to measure or report on all of the outcomes. For performance measurement purposes, outcomes must measure changes that can be observed within a single program year.

**13. *Under what circumstances is it ok for grantees to use sampling to measure outputs and outcomes?***

Methodologically speaking, sampling is appropriate for competitive grantees as long as the grantee has a solid plan for ensuring that its sample will be representative. Practically speaking, we would want grantees to use sampling only when they are able to make the case that it is unrealistic to collect data from the whole population. Formula grantees, with rare exceptions granted by CNCS, are not permitted to sample.

**14. *When would CNCS not allow sampling?***

CNCS will not allow sampling when it is reasonable to expect a grantee to collect data from the whole population. CNCS will also not allow sampling if the grantee's sampling frame is not sufficient or if the grantee's methodology will not result in a representative sample.

**15. *How does a grantee set targets when it is planning to sample?***

In most cases the grantee should be able to set targets based on the population as a whole. If a grantee's sampling methodology is sound and results in a representative sample, then the program can extrapolate their results to report on an outcome for the population as a whole. For example, a program reports an output of 1000 children served. The program selects a representative sample of 200 children. Of these, 180 students (90%) demonstrate the desired change. In this case, the program could report an extrapolated outcome of 900 students.